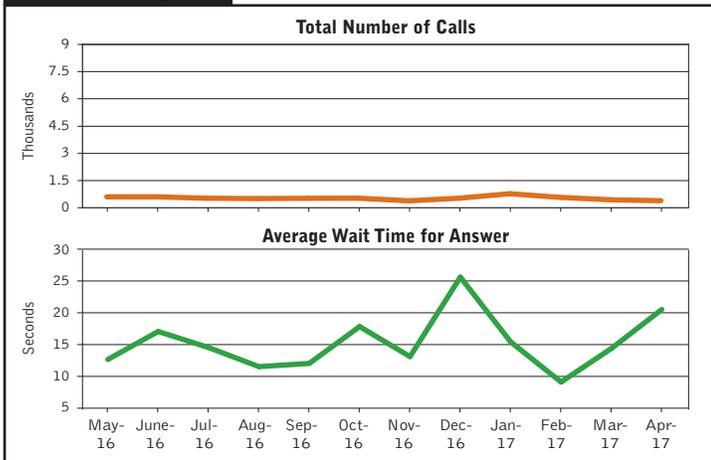
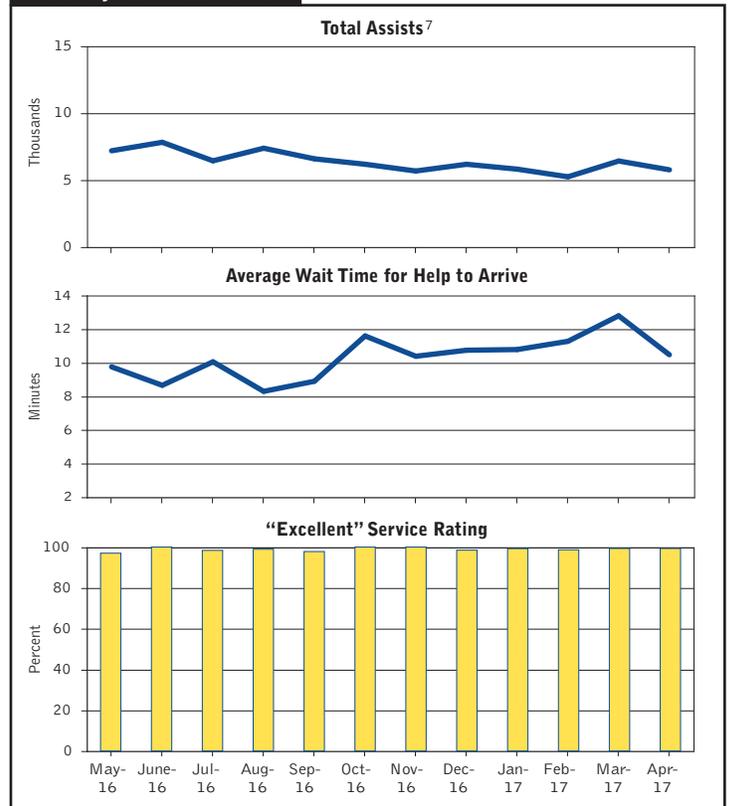


MTC Operational Statistics: May 2017

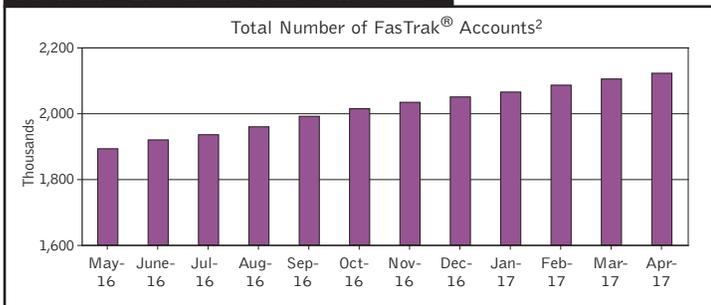
Call Box Program



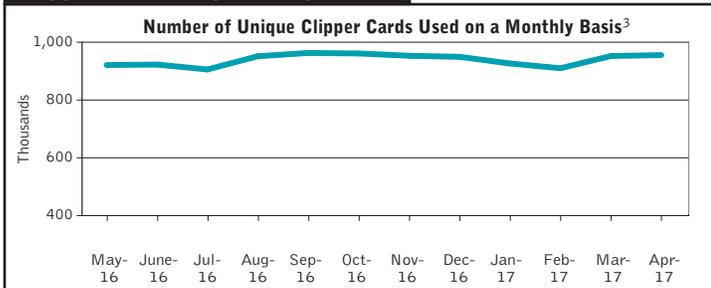
Freeway Service Patrol



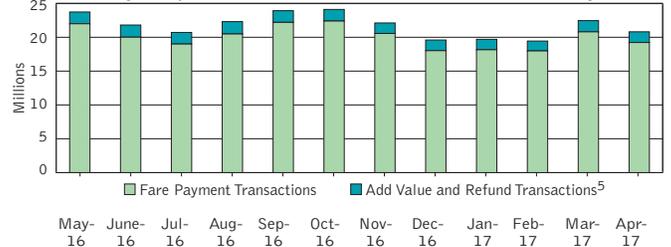
FasTrak® Electronic Toll Collection¹



Clipper® Fare Payment System



Fare Payment, Add Value and Refund Transactions on a Monthly Basis⁵



Notes: ¹ MTC, as the Bay Area Toll Authority (BATA), assumed responsibility for FasTrak® customer service operations in Jan. 2004. Figures are cumulative.
² Number of debit accounts opened through BATA service center; each account may represent more than one toll tag issued.
³ New category as of September 2003; data collected since Aug. 2002
⁴ Number of personalized transit itineraries requested

⁵ As of November 2009, refund transactions are counted with add value transactions. This chart includes refunds in the Add Value bars for the past 12 months. (Past reports did not include refunds, which, with few exceptions, have accounted for less than 50 transactions each month.)
⁶ 511 Traffic Web usage saw its highest usage to date in December 2014 due largely to the Severe Weather Rain Storm event and multiple days of protesting throughout the Bay Area.

⁷ FSP Assist numbers for the most current month are a best estimate, and may be subject to change. Final assist numbers are available at the end of the month, and the report is updated accordingly.

About 511

511 launched a new phone system and website in June 2016 and prior usage statistics categories are no longer relevant. We're no longer displaying the 511 stats because this report only covers a period of one year. A new set of 511 stats will be reported in a subsequent edition of this page.